

I Claim:

[c1] A method for using process exceptions to provide instant notifications for distributed processes, comprising:

monitoring stimulus from at least one information source at a critical point in a process,

processing said stimulus to detect at least one process exception,

communicating said at least one exception to at least one messaging controller,

processing said at least one exception at said messaging controller to determine at least one recipient to receive a notification and any associated contextual information, and

communicating said notification and any associated contextual information to said at least one recipient.

[c2] An apparatus for using process exceptions to provide instant notifications for distributed processes, comprising:

process exception detection means, and

a messaging controller,

wherein said process exception detection means comprises:

means to monitor stimulus from an information source,

a rules engine to determine at least one process exception based on said stimulus, and

means to communicate said exception to said messaging controller, and

wherein said messaging controller comprises:

interface means to receive said at least one exception,

a rules engine to determine at least one notification for at least one recipient and to determine any associated contextual information based on said at least one exception, and

interface means to communicate said at least one notification and any associated contextual information to a recipient application.

009347 030403
004030 04505004